DEVELOPMENT SERVICES

Administration

⇨ **Departmental Goal:** Able to fulfill record requests from internal and external queries.

County-wide Goal: *County Resources*

1133

▶ **Objective:** Increase at an annual rate of 15%, the integration of all historic department records into our inventory and EDMS systems.

→ **Measure:** Percentage of all historic records integrated into the systems.

▷ **Strategy:**

7133

1) Maintain permit records up to date 2) Inventory department historic records

Target / Benchmark :				
FY13/14	FY14/15	FY15/16	FY16/17	FY17/18
50%	65%	80%	95%	100%

⇨ **Departmental Goal:** Develop interconnectivity between records (EDMS), mapping services (e-GIS) and permitting functions (presently ACCELA).

County-wide Goal: *County Resources*

1222

▶ **Objective:** To develop a singular information source that includes access to records, mapping services and permitting functions by FY2018.

→ **Measure:** Percentage singular information source developed.

▷ **Strategy:**

7222

Establish an interdepartmental work group to develop a single source for department records, mapping and permitting information by FY17-18.

Target / Benchmark :				
FY13/14	FY14/15	FY15/16	FY16/17	FY17/18
0%	25%	50%	75%	100%

Building Safety

⇨ **Departmental Goal:** Adopt and moderate regulations and policies that safeguard residents against manmade and natural hazards while promoting sustainability and energy efficiency in the built environment.

County-wide Goal: *Community Health, Safety and Well-being*

1134

▶ **Objective:** Annually, review 100% of regulations and policies for concurrency with Federal and State mandates.

→ **Measure:** Percentage of regulations and policies reviewed.

▷ **Strategy:**

7134

1) Identify proposed legislation affecting costs for services and excessive regulations that do not provide an equal increase in health and safety 2) Promote consistent application of adopted codes among county staff to support community resilience 3) Communicate with local municipalities to promote the consistent application of codes where applicable.

Target / Benchmark :				
FY13/14	FY14/15	FY15/16	FY16/17	FY17/18
80%	90%	100%	100%	100%

⇨ **Departmental Goal:** Attract and retain competent staff that provides advanced plan review and knowledgeable building inspection for leading building techniques and materials.

County-wide Goal: *County Resources*

1135

▶ **Objective:** To have 100% of advancement review completed by FY2018.

→ **Measure:** Percentage of advancement review completed.

▷ **Strategy:**

7135

1) Develop a phased methodology to achieve full e-plan review 2) Identify and implement programs that serve to educate and encourage electronic permitting, inspection and communications 3) Identify advanced training opportunities to develop, support and promote staff 4) Develop monthly discussion topics promoting consistent application of codes.

Target / Benchmark :				
FY13/14	FY14/15	FY15/16	FY16/17	FY17/18
50%	70%	90%	100%	100%

Customer Service

⇨ **Departmental Goal:** Provide consistent and accurate customer service.

County-wide Goal: *Customer Satisfaction*

1136

▶ **Objective:** To provide external base service surveys to the customer base, and that 98% of the responses are rated as good or excellent by FY17.

→ **Measure:** Percentage of responses rated as good or excellent.

▷ **Strategy:**

7136

Provide survey forms to all contacts of customer service.

Target / Benchmark :				
FY13/14	FY14/15	FY15/16	FY16/17	FY17/18
95%	96%	97%	98%	98%

⇨ **Departmental Goal:** Provide timely response to serve.

County-wide Goal: *Customer Satisfaction*

1137

▶ **Objective:** To provide service within a standard wait time 98% of the time by FY17.

→ **Measure:** Percent of time service is provided within a standard wait time.

▷ **Strategy:**

7137

Monthly reporting to staff to monitor wait times.

Target / Benchmark :				
FY13/14	FY14/15	FY15/16	FY16/17	FY17/18
95%	98%	98%	98%	98%

Engineering

⇨ **Departmental Goal:** Construct and improve roads that provide for a safe and reliable transportation system in a cost effective manner.

County-wide Goal: *Community Health, Safety and Well-being*

1141

▶ **Objective:** Increase the percent of roads that are at level D or above by 5% by FY2018.

→ **Measure:** Percentage of Level of Service roads that are level D or above.

▷ **Strategy:**

7141

1) To provide professional and technical expertise on the County's Capital Improvement Program 2) Implement the recommendations of the Traffic Review Committee 3) Compliance with the Encroachment permit regulations.

Target / Benchmark :				
FY13/14	**FY14/15**	**FY15/16**	**FY16/17**	**FY17/18**
1%	2%	3%	4%	5%

Flood Control

⇨ **Departmental Goal:** Maintaining compliance with the National Flood Insurance Program.

County-wide Goal: *Community Health, Safety and Well-being*

1142

▶ **Objective:** Annually, have 100% of standards align with State and Federal Guidelines.

→ **Measure:** Percent of standards that align with State and Federal Guidelines.

▷ **Strategy:**

7142

Apply the Floodplain Regulations uniformly to insure the State's Community Assistance Visit meets minimum standards.

Target / Benchmark :				
FY13/14	**FY14/15**	**FY15/16**	**FY16/17**	**FY17/18**
100%	100%	100%	100%	100%

DEVELOPMENT SERVICES

Planning and Zoning

⇨ **Departmental Goal:** Diversify Yuma County's economic development opportunities.

County-wide Goal: *Economic Development*

1139

▶ **Objective:** Identify areas for possible bio-fuel production by FY16 and maintain support through FY18.

→ **Measure:** Percentage of Zoning Ordinance and Comprehensive Plan text amendments completed.

▷ **Strategy:**

7139

Identify language for bio-fuel type and amend to regulatory ordinances.

Target / Benchmark :				
FY13/14	FY14/15	FY15/16	FY16/17	FY17/18
20%	100%	100%	100%	100%

⇨ **Departmental Goal:** Preserve Yuma County Health, Safety, and Well-being.

County-wide Goal: *Economic Development*

1140

▶ **Objective:** For FYs 14-18, each year abate the hazards for a minimum of 2 properties on the Zoning Enforcement Section Hazard Abatement List.

→ **Measure:** Number of properties with hazardous conditions abated.

▷ **Strategy:**

7140

Identify a sustainable funding source that provides sufficient revenues for hazard abatement.

Target / Benchmark :				
FY13/14	FY14/15	FY15/16	FY16/17	FY17/18
2	2	2	2	2